



## **SIGNAL - an e-mail newsletter**

**November 30, 2004**

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The introductory page for the Southern Ontario Library Service is [www.sols.org](http://www.sols.org). From that page, you can move to any other pages created by staff at the Southern Ontario Library Service, as well as to links to resources and professional information.

Note - as this is an older newsletter, some links may no longer be valid, or may refer you to a section of the site that has been updated in the interim. Please contact [helpdesk@sols.org](mailto:helpdesk@sols.org) if you want more information on a specific initiative.

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In this issue:

1. CONSORTIA/CHARITABLE PURCHASING AGREEMENTS
2. Five COOL OFFERS – Various deadlines from December 6th to December 17th
3. EBOOK COLLECTION– Information sessions on December 7 & 8, Registration deadline is Friday, December 10th
4. SOLS – COOL WEB-DELIVERED PRESENTATIONS
5. SOLS HOLIDAY SCHEDULE
6. New contact information FOR HELP DESK SUPPORT in FRENCH
7. Funding Opportunity - Ontario Trillium Foundation
8. SOLS TRAINING WORKSHOP – Workshop is Monday, December 6th
9. VOLUNTEER MANAGEMENT INFORMATION
10. registration for the EXCEL distance Education Program - Deadline Tuesday, January 4th
11. Prix des lecteurs Radio-Canada - Invitation - Deadline Friday, December 17th
12. Theme Selected for First Nations Public Library Week 2005

13. Theme for TD Summer Reading Program 2005

14. Expression of interest for ServiceOntario participation - Deadline Tuesday, November 30th

15. SOLS CEO LISTSERV

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## 1. CONSORTIA/CHARITABLE PURCHASING AGREEMENTS

SOLS negotiates charitable/consortia purchasing agreements (CPAs) on behalf of SOLS libraries. CPAs are 'economies of scale' pricing for the purchase or lease of a range of goods and services.

a) **Printer-toner cartridges** - In mid-November, the SOLS CEOs were notified that many of the printer toner cartridge prices with Axidata have been lowered for the second year of our two year CPA agreement. To order toner cartridges, or to receive a price quotation for your specific needs through SOLS CPA, please contact Genevieve Martin at the Axidata order desk at GenevieveM@axidata.ca or by telephone at 1-800-387-5288. There are no shipping charges, but the minimum order to take advantage of this agreement is \$100.00.

b) **Office supplies** - On November 29th, a message was sent to SOLS CEOs and those currently participating in a SOLS CPA regarding the latest contract price list for the SOLS Grand and Toy CPA for libraries. A spreadsheet of prices was provided in that e-mail that showed various prices for products. Any regularly priced office supplies that are not on this list are 53%; 20% off furniture; and any items in the catalogue marked "net" items are subject to an 11% discount for the SOLS CPA libraries. If you do not currently have an account with Grand and Toy through the SOLS CPA, please contact Leslie Ruhnke at 1-416-401-6329 or by e-mail at ruhnkel@grandtoy.com.

Further information on pending Charitable/Consortia Purchasing Agreements can be found at <http://www.sols.org/resourcesharing/coolcpa/index.htm>. On that Web page, the various CPAs are organized by product and service, as well as by Vendor. The contact person for most of the CPAs is the SOLS Purchaser, Ron Neems. Ron can be reached at 1-416-961-1669 or 1-800-387-5765 ext. 5115 or by e-mail at . If you have ideas for the CPA, please do not hesitate to contact Ron.

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## 2. COOL OFFERS - Various deadlines from December 6th to December 17th

Throughout the month of November, a series of messages were sent by Brenda Lewis to the current COOL subscribers, as well as to SOLS CEOs through the listserv. For most of these offers, there is a trial access period. New subscribers should complete the online registration form at: <http://www.sols.org/COOL/ElectronicResources/Subscribe/subscriptionform.htm>. Renewing libraries may renew by e-mail to [blewis@sols.org](mailto:blewis@sols.org) or call 1-800-387-5765, ext. 5130. For further information on any of these offers, or to receive the detailed product information if you missed it, contact Brenda Lewis at 1-800-387-5765, ext. 5130 or through e-mail to [blewis@sols.org](mailto:blewis@sols.org).

a) **Electric Library Canada** - The prices for this product are set by population range and usage level. Just a reminder that all subscribers who confirm their renewal by December 31, 2004 will continue to receive last year's pricing for next year's subscription. All new subscribers, who commit by Wednesday, December 15, 2004, will get a 10% discount off the current SOLS price.

b) **CPI-Q** -The CPI.Q offer for 2004-2005 was described in the e-mail from Brenda Lewis.

Please note that there are price increases at most tiers (6%). However, there was a 4% discount on the new prices if the renewal is confirmed before Friday, November 26, 2004, otherwise the response deadline is Tuesday, December 14, 2004

c) **Canada's Heritage from 1844** – The 2005 offer for Canada's Heritage from 1844 was provided in the e-mail. Please note that there is a price increase of 5% over last year. Just a reminder that there will be a 10% discount on the new prices, if the renewal is confirmed by Monday, December 13, 2004. Trial access to Canada's Heritage from 1844 is available until December 15., 2004.

d) **Canadian Almanac & Directory** – The information about the **Canada Info Desk** (which includes the Almanac, plus five other directories: Associations Canada, Canadian Environmental Directory; Financial Services Canada, Governments Canada and the Directory of Libraries in Canada) was distributed via e-mail. This is a reminder that orders should be confirmed by Monday, December 6, 2004

e) **Gale Group** - The pricing for Gale Group online databases for 2005 was distributed by e-mail. As an incentive, the 2005 Canadian Parliamentary Guide will be offered for new subscribers and renewing subscribers adding a database. The deadline for subscriptions is Friday, December 17, 2004.

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### 3. EBOOK COLLECTION - New registration deadline Friday, December 10th

SOLS, in conjunction with COOL, is looking to enhance the Ontario shared ebook collection in the new year using our current vendor, netLibrary. Almost 70 public libraries, 24 colleges and 20 universities have participated in creating this collection. Collection #1 numbers over 4800 titles. These titles are accessible to only those libraries that have participated over the last 2 years. Due to new licensing requirements from netLibrary, separate collections will be created on an annual basis to ensure that only those libraries that contribute to the collection have access to the material purchased.

As an explanation of the shared ebook collection, netLibrary defines a shared collection as one that will be accessed by two or more libraries, with one license agreement and one billing entity. netLibrary operates on a "one book, one reader" model. This means that a book can be read by only one person at a time, in much the same way that a print book is used. As soon as a user stops reading the ebook, or 15 consecutive minutes of inactivity have elapsed, it goes back on the shelf and is available to others. Titles for the collection have been selected by an ebook Collection Development Committee for public libraries. Last year, the Committee focused their purchases in the following subject areas: Business, health, information technology, general science, Canadian content.

There are two components to the pricing of netLibrary ebooks. First, there is the cost of the books themselves. The ebooks are licensed on a title-by-title basis and pricing is based on the hard-copy list price. The second component is the access fee which netLibrary charges for each ebook. The access fee supports such areas as storage of ebooks, circulation management, gathering and reporting statistics and usage information, maintaining and updating the hardware/software architecture and integration efforts with ILS vendors.

SOLS has developed an equitable fee structure which allows public libraries to participate based on the population they serve within their communities. For example, the fee for a library serving a population under 15,000 would be \$100 and the fee for a library serving between 15,001 and 50,000 would be \$500.

ebook titles are available to patrons at terminals in library branches and from their home

computers via the Internet. Library patrons can search across the entire eBook collection for authors, titles, or keywords and they can search within books for keywords and phrases. eBooks are available for checkout and are automatically checked back into the library collection when the checkout period expires, making the eBook available to other patrons. In addition to the collection of copyrighted eBooks available through the Shared ebooks collection, patrons have access to more than 4,000 public domain eBooks, featuring political texts and classics in literature and history. There is no need for special handheld devices to read eBooks.

For more information about ebooks with netLibrary, visit [www.netlibrary.com](http://www.netlibrary.com). Please forward any questions and/or comments to Barbara Franchetto at [bfranchetto@sols.org](mailto:bfranchetto@sols.org). If you wish to participate in this initiative, please contact Brenda Lewis at [blewis@sols.org](mailto:blewis@sols.org) or 1-800-387-5765 ext. 5130 and indicate whether you wish to be invoiced for 2004 or 2005 budget year by Friday, December 10, 2004.

We will be offering netLibrary web sessions (online product demonstrations) on Tuesday, December 7th (p.m.) and Wednesday, December 8th (a.m. and p.m.). Please contact Brenda Lewis at [blewis@sols.org](mailto:blewis@sols.org) if you are interested in one of these sessions. In order to participate, you will need access to a computer with Internet access and a telephone. If you have a speakerphone, multiple staff may view the demonstration.

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#### 4. SOLS – COOL WEB-DELIVERED PRESENTATIONS

a) **EBSCO Products** - SOLS and Ebsco invited libraries to register for web delivered presentations during the months of November and December. The sessions are an opportunity for both subscribers and non-subscribers to receive an overview of the products, highlighting any new features and searching tips. This is an opportunity to answer any questions you may have about the particular product featured in your session. From this offer, the remaining sessions are:

November 30, from 2-3PM Eastern Time - EBSCOhost

December 1, from 2-3PM Eastern Time - NoveList

December 2, from 2-3PM Eastern Time - EBSCOhost and NoveList for non-subscribers

December 3, from 2:30-3:30PM Eastern Time - EBSCOhost and NoveList for non-subscribers

Registration is limited to 5 libraries per session. Internet access and a telephone are required to participate in the session. If your library has a speaker phone available, a number of staff within each location may participate.

Register soon as spaces are limited. Please confirm your registration with Brenda Lewis at [blewis@sols.org](mailto:blewis@sols.org) or call 1-800-387-5765, ext. 5130. Once your registration has been received, the necessary information to participate in the web session will be forwarded to you.

b) **OCLC Canada cooperative** - To learn about service enhancements from the OCLC Canada cooperative over the web, OCLC offers the following sessions in two areas – CONTENTdm and First Search. Each session includes a live presentation, available at no cost, which you access via the web from the Microsoft Live Meeting web site. All that is needed to attend is a computer with internet access and a telephone for audio access via a conference call.

Hear how CONTENTdm can help you develop your digital collections and make them more accessible. In these sessions, you'll see CONTENTdm and learn how easy it is to provide Web access to your digital collections and manage them effectively. To register, please go to <http://www.oclc.org/ca/en/info/contentdm/web/> and follow the link to the web session of your

choice. The times are as follows:

Thursday December 2, 2:00pm to 3:00pm

Tuesday December 7, 3:00pm to 4:00pm

Tuesday December 14, 3:00pm to 4:00pm

OCLC is moving its resource sharing to the **FirstSearch** platform so that ILL staff can take advantage of many features available in FirstSearch that are currently not available through OCLC ILL. These include: improved searching options, visible local fulfillment options such as links to local catalogs and improved visibility of serials holding statements. This session will focus on the FirstSearch features available to ILL staff. To register, please go to <http://www.oclc.org/ca/en/education/websessions/ca/default.htm>

The remaining session is Thursday December 16, 1:30pm to 3:30pm

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## 5. SOLS HOLIDAY SCHEDULE

**a) SOLS Delivery Service** - The 2004 SOLS delivery service Holiday Schedule for the week of December 20 – 24, 2004 can be found on the SOLS Web site at <http://www.sols.org/resourcesharing/delivery/index.htm>

The last full day of delivery for most of the SOLS routes will be Thursday, December 23, 2004. The routes will resume the regular schedule starting Tuesday, January 4, 2005. Specific information regarding changes to each route was provided in an e-mail sent to the delivery contact in your library, as well as the SOLSinfoadmin list serv. Specific information on the holiday route schedules is also posted on the SOLS Web site. If you have any questions or concerns, please contact Mary Jo Lynett, Supervisor of Delivery Services, at [mlynett@sols.org](mailto:mlynett@sols.org) or 1-800-387-5765, ext. 5127.

**b) SOLS VDX system** - The SOLS VDX administration staff have created a "holiday calendar" in the VDX system. The holiday calendar will be in effect from Thursday, December 23, 2004 to Monday, January 3, 2005. Normal request movement will commence on Tuesday, January 4, 2005.

Libraries do NOT need to contact SOLS HelpDesk to arrange for individual suspensions of their location code if their Christmas shutdown period falls within the "holiday calendar" dates. The holiday calendar stops requests in their current rota position to prevent expiry and moving to subsequent locations during the specified time frame. Putting the Holiday Calendar in place overrides the 4-day rota expiry on requests that may be in the system during the holiday season when many ILL Departments and libraries are closed. It circumvents a glut of "Not Supplied/Check Manual/End of Rota requests" and the extra work of re-instating requests into the VDX system when ILLO staff return to work after the Christmas break.

If libraries are working and responding to requests, they will move to the next location if the library answers "Not Supplied", but if the request hits a library that is closed, then the request will sit at that location until Tuesday, January 4, 2005. If your library is open during this time period, you can still search and issue requests on the VDX system, but bear in mind that it may take longer to get a request filled.

c) **SOLS Toronto office** – Please note that the SOLS Toronto office will be closed from the end of day on Friday, December 24, 2004 until 8:30 am on Tuesday, January 4, 2005.

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## 6. New contact information FOR HELP DESK SUPPORT in FRENCH

SOLS would like to thank Clarence-Rockland Public Library for their idea and willingness to provide HelpDesk support to French-speaking staff in Ontario public libraries for VDX and Interlibrary Loan issues. SOLS contracted with Clarence-Rockland Public Library to provide this service in April 2004. During a six month review of the service it was found to be under utilized, with only two libraries presenting a total of 5 questions. While the focus of the service was to provide VDX technical support to French libraries, most of the questions have been of a more general nature. Consequently, and through mutual agreement with Clarence-Rockland library SOLS will resume delivery of this service to libraries. We feel that our existing complement of French speaking staff, together with HelpDesk staff, can handle these types of queries directly without the need for an intermediary.

Effective November 22, 2004, HelpDesk support for VDX and Interlibrary Loan provided in the French language can be acquired by:

- a) Using the **Web site** at <http://www.sols.org/resourcesharing/helpdesk/index.htm>
- At the opening screen, Select "**français**". This page describes the HelpDesk services that are available.
  - To submit an online form to send your query as an email to HelpDesk, select "Vous pouvez aussi cliquer sur pour remplir un formulaire électronique interactif qui sera ensuite expédié au Centre d'appels aussitôt que vous le soumettez."
- b) Using the telephone contact. The **French HelpDesk telephone contact** will be with **Diane Lozanski** at 1-866-304-7988 or 1-613-260-2503.

Please note that the contact information for the **English SOLS Helpdesk** will remain in the SOLS-Toronto office as 1-800-387-5765. From that general number, press "4" to link to the SOLS Technical/VDX Helpdesk, and press "0" to request general information about SOLS or the Library Development services.

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## 7. funding opportunity - Ontario Trillium Foundation

On October 22, 2004 at the Clarence-Rockland Public Library, the Hon. Madeleine Meilleur, Minister of Culture, announced Ontario Trillium Foundation (OTF) support for small community libraries across Ontario. These libraries will now qualify for Ontario Trillium Foundation grants under the Special Initiative for Rural and Small Communities.

In 2003, the Foundation provided small libraries with grants up to \$15,000, under a one-time strategic granting initiative. Today's announcement means that libraries serving small communities will now be able to apply, on an ongoing basis, for larger grants to support a broad range of activities. Eligible libraries include library boards serving municipalities of 20,000 people or less, First Nations libraries, county library boards and Local Services Boards that offer library services.

OTF will support initiatives, including projects to enhance literacy and learning programs, improve accessibility and provide special equipment for people with special needs, procure furniture and shelving, acquire permanent print collections or collections in other media, upgrade library technology and provide technical training for staff, volunteers, and the public.

Grant application information will be available after Wednesday, December 1, 2004 on the Foundation's Web site at [www.trilliumfoundation.org](http://www.trilliumfoundation.org). Application deadlines are March 1, 2005, July 1, 2005, and November 1, 2005.

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#### **8. SOLS TRAINING WORKSHOP** – Workshop is Monday, December 6th

The remaining SOLS training workshop of the year will be held at the Huntsville Public Library on Monday, December 6, 2004 from 1-4 pm. **"Tickles and Tunes 2: A workshop with Kathy Reid-Naiman"** is a participatory workshop that will supply library staff with great tried and true material to inspire and energize your baby time, toddler and pre-school programs and music circles. Handouts will be provided with words for all the material used, as well as an extensive list of resources. Details and a registration form for the workshop are posted on the SOLS Web site at <http://www.sols.org/librarydev/training/clinicsworkshops/index.htm>.

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#### **9. VOLUNTEER MANAGEMENT INFORMATION**

Thank you to all the participants in the SOLS Workshop entitled "Valuing our Volunteers" for lots of great ideas and interesting discussion.

As well, there was a high level of interest expressed in having a moderated listserv for library staff who have responsibility for managing volunteers. SOLS has created this listserv, and it is ready for use. The listserv is not intended for volunteers, but for library staff to discuss management issues, training and development opportunities, and best practices in library volunteer management.

Please send a message to Rob Lavery at [rlavery@sols.org](mailto:rlavery@sols.org) to have him add you as a member. You can also go directly to the subscription page on the SOLS Web site at <http://lists.library.on.ca/mailman/listinfo/VOLMGMT>. If you don't have that address at your fingertips you can also go from the SOLS home page at [www.sols.org](http://www.sols.org) to the "Discussion Groups" link in the left navigation bar. There is a list of all of the listservs and discussion groups hosted by SOLS and, as of December 1st, there will be a link for the VOLMGMT listserv at that page.

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#### **10. Registration for the EXCEL distance Education Program** - Deadline Tuesday, January 4th

EXCEL is a unique training program in managing a small public library or a community branch library specifically designed for public library staff or volunteers who have little or no formal library training. It also provides an opportunity to upgrade library skills and management techniques, within a flexible and practical program. It is offered, in both English and French, through the Southern Ontario Library Service and Ontario Library Service-North, as a correspondence program with telephone tutors.

Registration information including a registration form, for the Winter 2005 semester is posted on the SOLS Web site at <http://www.sols.org/librarydev/training/excel/index.htm>. The registration deadline is Tuesday, January 4th, 2005. The course material will be shipped to students

beginning Tuesday, January 11th, with the semester commencing Monday, January 24th, 2005, and ending late April 2005.

We are offering these courses (in English) for the Winter 2005 semester:

- Introduction to Public Libraries
- Library Marketing
- Collection Development for Children
- Collection Development for Adults and Special Groups
- Communication Skills – **(revised)**
- Collection Organization
- Professional Development
- Electronic Information Sources – **(revised)**
- Planning for Library Service

We are offering these courses (in French) for the Winter 2005 semester:

- Introduction aux bibliothèques publiques
- Le marketing de la bibliothèque
- Développement des collections pour jeunes adultes **(révisé)**

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#### **11. Prix des lecteurs Radio-Canada - Invitation** - Deadline Friday, December 17th

CBON, Radio-Canada Radio's Première Chaîne station in Northern Ontario, is requesting your support for the 5th edition of the Prix des lecteurs Radio-Canada. This initiative is the first and only people's choice award in French-speaking Ontario. It is dedicated to the promotion of reading, Franco-Ontarian literature and Franco-Ontarian authors.

In a period of four years, the Prize has acquired an enviable reputation among readers, authors, publishers, the media and provincial and national cultural organizations. The 5th edition of the Prix des lecteurs Radio-Canada will be launched on February 1, 2005, and still hopes to have the support of promotional partners, such as Ontario Public libraries, who have admirably promoted the Prix since the first edition in 2000.

If your library would like to participate in this event, you will receive promotional posters and bookmarks and will be able to share in a bulk purchase agreement administered by OLS-North, as in the past. There will be from five (5) to seven (7) nominated titles this year. The approximate price of the collection is \$175.00.

The deadline for joining the partnership is Friday, December 17, 2004. Details will be e-mailed to all Ontario public libraries in the coming week. There will also be a link to the Radio-Canada website from our SOLS main page. If you have any questions, you can contact Claire-Marie Paquette-Finlay, SOLS's French Services Consultant, at 1-866-862-4596 or by e-mail at [cmfinlay@sols.org](mailto:cmfinlay@sols.org).

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#### **12. Theme Selected for First Nations Public Library Week 2005**

"Proud Past, Proud Future @ your library" is the theme for First Nations Public Library Week 2005. The dates for the week are February 14-19. The planning committee is working on a number of activities, including the selection of a title for the First Nation Communities Read 2005 program. Ontario's First Nation public libraries invite all libraries to engage in the week by planning displays and programs related to the First Nations' proud past and proud future. Once again, all Ontario public libraries will receive a copy of the First Nations Public Library Week

poster, courtesy of the Ontario Library Association.

As more information becomes available, it will be posted on the SOLS Web site. From the "Events" section of the main SOLS page at [www.sols.org](http://www.sols.org), select the link for "First Nations Public Library Week". You can also contact Patty Lawlor, First Nations Consultant at [plawlor@sols.org](mailto:plawlor@sols.org) or 1-800-387-5765, ext. 5107.

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### 13. Theme SELECTED for TD Summer Reading Program 2005

The theme for the 2005 TD Summer Reading program will be "Space". The English title will be "**Blast Off**" and the French title is "**Vite en orbite**" (as chosen by the staff at the Ottawa Public Library and Library & Archives Canada). The program is, once again, sponsored by the TD Financial Group and developed by the staff at the Toronto Public Library, with assistance from staff at Ottawa Public Library and Library & Archives Canada. The registration form for the program will be posted on the SOLS Web site in mid-December, with a registration deadline of the end of January.

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### 14. Expression of interest for ServiceOntario participation - Deadline Tuesday, November 30th

On November 18, 2004, libraries across Ontario were notified of this opportunity to participate in the ServiceOntario initiative. ServiceOntario is a multi-ministry, inter-jurisdictional initiative that will improve access to government services to all Ontarians. The initiative will transform the face of government service delivery in Ontario. In the following years, ServiceOntario will enable one-stop access to government services and information in-person, by phone or online.

Public and First Nation libraries are invited to express interest in participating in 2004/05 ServiceOntario implementation. Your library could be selected to play a role in government "information provisioning" working with the Ministry of Culture's Heritage and Libraries Branch. The Ministry, in turn, works with other ministries in ServiceOntario implementation.

Project details are still being finalized. Interested libraries must be able to implement provincial government "information provisioning" services and submit timely reports to the government. Projects should be completed by March 31, 2005. Support for public libraries may include training, publicity material, website development links and a small amount of funding support. For a few libraries, government information "transactions" may also be tested.

This is a reminder that if you are interested, please contact Rod Sawyer at the Ministry by Tuesday, November 30, 2004 at 1-416-314-7627 or by e-mail at [rod.sawyer@mcl.gov.on.ca](mailto:rod.sawyer@mcl.gov.on.ca)

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### 15. SOLS CEO LISTSERV

SOLS maintains a list of all the e-mail addresses for SOLS CEOs. It is this list that is used to distribute Signal. Several times through the month, you may also receive other messages from SOLS.

- At various times through the month, Laurey Gillies posted a list of the library boards who have voted to support (or not to support) the Federation of Ontario Public Libraries (FOPL).
- On November 18, 2004, Daryl Novak posted a message asking that any library which has completed, and received board approval for, purchasing policies (as required by the

Municipal Act for Jan. 2005) and is willing to share them with other libraries, to forward them to SOLS to make available to all libraries through the SOLS Web site.

- On November 20, 2004, Daryl Novak sent an update on the SOLS/CPA consortium benefits project. Timelines from the benefits consulting firm were provided. For example, the specifications will be completed during the week of December 6th and released to the marketplace on Dec 10th. At that point, insurers will have a deadline of January 7th to respond, and a detailed report to the committee provided during the week of January 24th. The final report will analyze all the responses from the marketplace and make specific recommendations on carrier.

If you did not receive this message, and would like further information, please contact the SOLS HelpDesk at 1-800-387-5765, ext. 4, or by e-mail to [helpdesk@sols.org](mailto:helpdesk@sols.org)

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All issues of SIGNAL, including the French version of SIGNAL, can be viewed online at <http://www.sols.org/librarydev/publications/Signal/index.htm>. However, if anyone would like to receive the e-mail version of this newsletter, please send a message to [signal@sols.org](mailto:signal@sols.org). You can reach the editor of SIGNAL at: [signal@sols.org](mailto:signal@sols.org) or by telephone at 1-866-380-9767.

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